

RP-SCAD Program

Session 8: Email Technology and Professional Email

Writing

Delivered by:



Objectives

After this session a trainee will be able to:

- Trainee will be able to identify a job relevant to their field and experience from a company they already know.
- > Train will be able to draft an email of interest to the HR of the company of their interest to apply for the job opening identified.



Rationale (5min)

In the journey of being a professional and succeeding at the workplace, every employee or person has to be able to write and read emails. Due to changes in email technology and professional writing, there is a need to develop the ability to improve on email technology and professional writing skills.

This class will give you the ability to assess and improve their email writing skills. It will build on the knowledge you already have from Communications and Tech classes and also boost them through different practices that connect them with the professional environment.



Warm-Up (5min)

• Prompt: Discussion in pairs

- ➤ Describe a time when you sent an inappropriate email to a person. What was it about? How did you go about solving the issue?
- ➤ Is it more important to correct grammar when speaking to someone in person or when writing an email? Explain.



Introduction to Materials

In today's class, we are going to assess our email writing ability in different ways. We need to evaluate our ways of writing professional emails and use of technology in email writing and also see how they can help us at the workplace.

Remember that you cannot avoid using emails at the workplace. Now, let's see what we can do to write effective professional emails using technology in order to improve communication when working individually or working with others.



Activity 1:Turn and talk(2min)

In pair discuss about the question below and share out

What is the meaning of email in your understanding?

Be ready to share in 2 minutes





In the group of 6 read through the following resources and answer the questions that are in the next slide.

- <u>5 Common Grammar Mistakes to Avoid in Business</u>
 <u>Writing</u>
- 15 Tips for Writing Effective Email



Questions (10min)

- What three tips in the article that you think are most important for writing concise, professional emails?
- Are there any rules or tips in the article that you disagree with?
 Explain why.
- Bring to class three emails you have written in the past six months that you do not think were as professional as they could have been. If there are names in the emails, please delete or replace them for the sec of confidentiality.



Activity 3: Email Review(15min)

Read through the resource <u>sample emails</u> and answer the following questions:

- Highlight the major mistakes that these people committed in their emails.
- What would be your impression after reading such emails?
- > Revise the two emails and write them in an appropriate way.
- > Referring to the previous class, identify and explain the strategies that are used to correct the grammatical error in the emails.
- Which strategies did you find most useful for proofreading, revising, and correcting emails?
- Write your response summarizing your revision strategy.



Group practice activities (13)

In the group of 6 read through the provided resources and be sure to clearly share your learning about the following topics:

- 1. Group 1: Email Subject line
- 2. Group 2: Email Bullet Points
- 3. Group 3: "Reply all" vs. "Reply"
- 4. Group 4: BCC vs. CC

Each group will hang its chart paper on the wall to use for gallery walks.



Independent practice (30min)

- Write emails to one of your colleagues on a piece of paper, encouraging him/her to study in PR at any College of your choice. Include at least three benefits of studying in that college by using bullet points. Clearly, include your recipient email and the subject line as well.
- Submit the paper as your assignment.



Class Reflection (Share out) (30min)

By the use of cold calling approach you are going to answers to the following questions.

- What was most useful about this course?
- What needs to be improved about this course?
- How have your email writing habits changed over the course of this session?
- What do you still need to work on most in terms of your essay writing? Your email writing? How will you continue to improve in this area?
- What questions do you still have about the content of this course?